**Notes of the Meeting – Thursday 20th February 2020**

**10 am – Pattern Hall**

**Present:**Sandra Francis (SF) – Chair;Mike Chipman (MC); Norma Jarman (NJ); Shirley Williams (SW); John Biles (JB); Margaret Phillips (MP); Ros Atkinson (RA); Lyn Whittington (LW); June Godfrey (JG).

**In attendance**: Bridget Sampson (BS), SAHC Managing Partner; Julie Arrowsmith (JA), SAHC Head of Nursing; Anita Howard (AH), SAHC – Note-taker.

**Apologies:** Shirley Polmounter; Amanda Jones; Chris Harlow; Chrissie Knight; Alan Orme.

**1: Welcome:** SF opened the meeting . Apologies were received as noted above. SF mentioned that unfortunately Terry Thorneycroft has had to resign from the committee for personal reasons – he sent a letter to say that he had enjoyed his time with the PPG.

**2: Update from Managing Partner:**

* The new phone system is now in place – this enables direct internal calls between sites, and patients can now press a number and go straight to a queue eg for Prescriptions or Secretaries, rather than re-dialling. There is a dashboard to enable staff to see how many calls are waiting, longest wait etc and the main phone line can be answered at other sites if needed; this will help reduce waiting times and improve the service. There have been some teething problems, including a lightning strike, so it is too early to get any good data as yet. BS asked that the PPG members listen to the messages on the phone and give constructive feedback to AH.
* The practice now has 2 new salaried doctors, Dr Laura Ashton and Dr Victoria Nicholson both will be working 3 days a week. Dr Ashton has started already and Dr Nicholson will be starting in the spring.
* Other services are all going well. A private non-NHS skin lumps and bumps service run by Sentinel with Dr Klid is starting soon – this will offer more affordable options for patients for skin lesions that are not funded for removal by the NHS.
* JB asked about the reception upgrade. BS responded that there is no news on this at present. It is proving challenging but it is not forgotten and the intention is to still get it done.
* BS mentioned a stand aid – this helps wheelchair bound patients to be transferred to couches etc. This is at a cost of £1170. All members present were happy to fund this for the practice. BS reported that the practice is also looking at a Surgery Pod which records BP/height/weight, waiting to get prices for this at the moment.

This is Bridget’s last PPG meeting, her replacement, Derek McGrath, starts on the 1st of April. He will be shadowing Bridget a bit at the end of March. He has a background of having run NHS 111 previously, has managed GP mergers, and has worked in the care sector. Bridget is not disappearing entirely and will remain responsible for the PCN and secondary care services.

Bridget noted that on reflection there have been challenging times, but there is a stable team and workforce now with a lot fewer grumbles/complaints and a lot more plaudits/thanks. She feels very privileged to have been part of this journey, but feels the time is right to pass it on – with thanks to the PPG for being critical friends throughout this time. SF presented BS with a gift from the group, with thanks for including the PPG and pushing them to be a voice for the patients of the practice.

BS then left the meeting.

**3: Notes of the Last Meeting:** These were agreed as a true record of the meeting.

* JB mentioned that he was very disappointed at the response from the Practice regarding the vein finder, NJ agreed and felt that the explanation was unsatisfactory.
* SP had sent her apologies and will update about charity status at the next meeting.

**4: Treasurers Report:** CK had sent her apologies for the meeting, and sent the report via email. Previous balance £6298.02. £100 paid to St Austell Golf Club; £2570.07 to St Austell Healthcare, leaving a balance of £3627.95.

**5: Chair Update:** Discussion about fundraising ideas and possibilities further to the previous meeting.

* JB unfortunately not in attendance today to give an update on a possible shop in town.
* AH to speak to the practice regarding a possible bookshelf (with locked cash box) and guess the name of the cuddly toy.
* SF mentioned the possibility of a stall at Par Market – JG will look into this further.
* Marquee at the Britannia Inn was mentioned – NJ will look into this further.
* Other suggestions were discussed: Blue tokens at Tesco; a collection in the queue at Eden; 50/50 draw; water or wine.

**6: Any Other Business:**

* JB mentioned membership of the group, feeling that there is a lot of responsibility on the current members. Some discussion followed. SF will word an advert for new members which AH can post on the practice Facebook page.

**Date of Next Meeting: Thursday 23rd April**